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Welcome

Thank you for choosing Verizon Wireless

You're now connected to the power of America's most reliable wireless network. This guide helps you understand your new Palm® Centro™ smartphone and all the things you can do with it, so let's get started.

For more detailed information about your smartphone, refer to the *User Guide*, which can be found on the Getting Started CD that came with your smartphone.

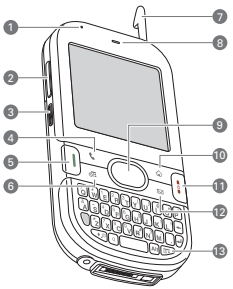
NOTES

The basics

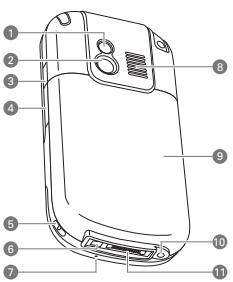
- Overview: The Palm® Centro™smartphone
- Turning your smartphone on/off
- Making, receiving, and ending calls
- Adjusting ringer volume and ringtones
- Setting up and accessing voicemail
- Using a phone headset
- Managing personal information
- Locking your smartphone and info
- Turning all sounds on and off
- Performing a soft reset
- Where to learn more

Overview: The Palm® Centro™ smartphone

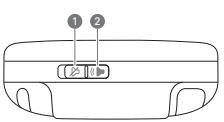
1. Charge indicator light
2. Volume button
3. Side button
4. Phone
5. Send (for making calls)
6. Calendar
7. Stylus
8. Earpiece
9. 5-way navigator and Center button
10. Applications
11. Power/End
12. Wireless Sync (email application)
13. Menu



1. Self-portrait mirror
2. Camera lens
3. IR (infrared) port
4. Expansion card slot (for microSD cards)
5. Lanyard connector
6. Power connector
7. Microphone
8. Speaker
9. Battery door
10. Headset jack
11. Sync connector



1. Sound Off
2. Sound On (as shown)

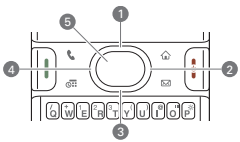


Moving around the screen

To move around the screen, you can use the 5-way navigator for one-handed navigation, or you can tap items on the screen with the stylus. With use, you'll find your own favorite way to scroll, highlight, and select items.

The 5-way includes the following buttons:

1 Up
2 Right
3 Down
4 Left
5 Center

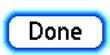


Highlighting and selecting items

On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use the 5-way to move the highlight from one item to another before opening or selecting it.

The highlight can take one of two forms, depending on what is highlighted:

Border glow: When an entire screen, onscreen button (such as OK or Cancel), or a pick list is highlighted, a glow appears around its border. If an entire screen is highlighted, the glow appears at the top and bottom of the screen only.



Colored background: When a phone number, text, an email address, a web link, or an item is highlighted, the item is displayed as white text against a colored background.

After highlighting an item, you can select or activate it by pressing **Center** or by tapping the item with the stylus.

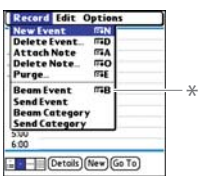
Highlighting text: You can use the stylus to highlight text on the screen.

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it.

Selecting menu items

Many applications have menus to give you access to additional features. These menus are usually hidden from view, but they appear when you press **Menu** . To get the most out of your smartphone, it's a good idea to familiarize yourself with the additional features available through the various application menus.

1: Press **Menu** to display an application's menus.



* Menu shortcut

2: Press **Right** ▶ and **Left** ◀ to switch between menus.

3: Press **Up** ▲ and **Down** ▼ to highlight a menu item.

4: Press **Center** to select the menu item, or press **Menu** to close the menu and cancel your selection.

Turning your smartphone on/off

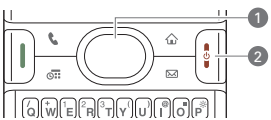
NOTE: We use the term ***smartphone*** to describe your device and its physical attributes, and ***phone*** to describe the feature of your Palm® Centro™ smartphone that enables you to connect to the Verizon Wireless network.

You can turn on your smartphone screen and your phone independently. For example, the smartphone screen can be off while the phone is turned on, or the smartphone screen can be on while the phone is off. You can also have both the smartphone screen and the phone turned on or off at the same time.

Waking up the screen

When your smartphone screen is off, you need to wake up the screen.

1: Press and release **Power/End** to wake up the screen.



1 Center
2 Power/End

2: Press **Center** to turn off Keyguard. For more info about turning Keyguard on and off, see "Locking your keyboard (Keyguard)" on page 25.

3: Press and release **Power/End** to turn off the screen.

NOTE: To conserve battery power, the screen turns off after a period of inactivity. To change the time interval, go to **Applications**, select **Preferences**, and then select **Power**. Select the **Auto-off after** pick list, and then change the time interval.

Turning your phone on and off

When your phone is on, it is connected to the network (provided you are in a coverage area) so that you can make and receive phone calls and use wireless services, such as email, messaging, and the web browser. During initial setup, your phone is on by default, so you can use wireless services right away.

If you turn off your phone, you can still use the organizer features such as Contacts and Calendar, as well as the media features, such as the Pocket Tunes™ Deluxe music application and Pics&Videos. This is sometimes referred to as *flight mode* and is ideal for airplane flights and maximizing battery life.

1: Wake up the screen.

2: Press and hold **Power/End** to turn on your phone. When your smartphone locates a signal, the words **Verizon Wireless** and the signal-strength icon appear at the top of the screen, indicating that you can use the phone and Internet features (if supported by the local network). If you're outside a coverage area, **No Service** appears in the upper-left corner of the screen.

3: Press and hold **Power/End** again to turn off your phone. When your phone is off, the words **Phone Off** and the phone-off icon appear at the top of the Phone application screen and your smartphone is not connected to any mobile network. You can still use the nonwireless features of your smartphone, such as Contacts, Calendar, Tasks, and Memos.

Making, receiving, and ending calls

Your smartphone offers several options for making, answering, and ending phone calls. As you become familiar with your smartphone, you'll discover which method you prefer.

Dialing using the onscreen Dial Pad

1: Press **Phone** .

2: Enter the phone number by tapping the onscreen Dial Pad with the stylus.

3: Tap **Dial** or press **Send** to make the call.

Dialing by contact name

You need to have names and numbers in your contact list before you can dial a call by using a contact name (see the *User Guide* for information about adding contact names and information).

1: Press **Phone** .

2: Select the **Contacts** favorite button.

3: Using the keyboard, just start entering one of the following for the contact you want to call:

- First name (JOH for John)
- Last name (SMI for Smith)
- First initial and last name (JSM for John Smith)

* Text appears here as you enter it

4: Highlight the number you want to dial.

5: Press **Send** to make the call.

NOTE: To restart your search, press **Backspace** to delete letters you've entered. Or select **Cancel** to return to the Main View.

Tip: Your smartphone comes with several predefined speed-dial favorite buttons, but you can also create your own favorites. Press **Phone**, press **Down** to access Favorites, and then use the **5-way** to highlight and select a speed-dial favorite button.

Receiving calls

To receive calls, your phone must be on. This is different from having only the screen turned on (see "Turning your phone on and off" on page 10). When your phone is off, your calls go to voicemail.

To answer a call, do one of the following:

- Press **Send**.
- Using the **5-way** or the stylus, select the onscreen **Answer** button.
- Press the headset button (if the headset is attached).

To ignore a call, do one of the following:

- **Send the call to voicemail:** Press **Power/End** or select **Ignore**.
- **Send the caller a text message:** Select **Ignore with Text**. This option sends the call to voicemail and opens a text message addressed to the caller.

Tip: When a second call (call waiting) comes in, you hear a call waiting tone and see the Call Waiting dialog box. Select **Send** to put the first call on hold and answer the second, or press **Power/End** to hang up the first call then select **Answer** to answer the second call. After answering a second call, select **Swap** to switch between the original call and the second call.

NOTE: When two calls are active and you press Power/End, you hang up both calls. To return to the first call, wait for the person on the second call to hang up.

Using speakerphone

Turn on the speakerphone when you want to talk hands-free or let other people listen to the conversation. When the speakerphone is on, you can take the smartphone away from your ear and use other features during a call. For example, you can check your calendar or look up contact info.

- **To turn speakerphone on**, tap the **Speakerphone** icon on the smartphone screen.
- **To turn speakerphone off**, tap **Cancel Spkr**.

Ending a call

When you are finished with your call, do one of the following to end it:

- Press **Power/End** .
- Select **Hang Up All**.
- Press the button on the headset (if the headset is attached).

Adjusting ringer volume and ringtones

When a call is not in progress and music is not playing, press the **Volume** button on the side of your smartphone to adjust the ringer volume, and then press the **Side** button to confirm your selection.

There are two ways to silence the phone's ringer. Silencing the ringer doesn't ignore or answer the call, it just silences the sound of the ringer. To silence the ringer volume, do one of the following:

- Press any key on your smartphone except **Send** , **Power/End** , or the **5-way** .
- Slide the **Ringer switch** to **Sound Off** to immediately silence all system sounds, including the ringer.

NOTE: When you silence the ringer, you can either answer the call or let it ring through to voicemail.

Changing ringtones

Selecting ringtones

1: Press **Phone** .

2: Press **Menu** .

3: Select **Options** and then select **Sound Preferences**.

4: Select the **Application** pick list and then select **Ring Tones**.

5: Select the **Volume** pick list and then select the volume level.

6: Select the **Vibrate** pick list and then select when you want your smartphone to vibrate upon an incoming call.

7: (Optional) Uncheck the **Escalate ring tone volume** box if you want the ring to play at the same volume level regardless of how long it rings. When this box is checked, the ring volume begins softly and then increases the longer it rings.

8: Select a ringtone from the pick list to identify each of the following:

Known Caller: An incoming call from someone in your Contacts or Favorites.

Unknown Caller: An incoming call from someone identified by caller ID who is not in your Contacts or Favorites.

9: Select **Done**.

NOTE: You can also record sounds and use them as ringtones. Select **Manage** on the Sound Preferences screen. To record a sound, select **New**. To play a sound, select it and press **Center** on the 5-way. Select **Done** twice.

Setting up and accessing voicemail

Your Verizon Wireless service includes voicemail. Keep in mind that airtime and other charges apply when using voicemail from your smartphone.

Setting up voicemail

1: Press **Phone** .

2: Press and hold **1** or select the **Voicemail** favorite button to call the Verizon Wireless automated voicemail system.

3: Follow the voice prompts to set up your voicemail.

Listening to voicemail messages

1: Press **Phone** .

2: Press and hold **1** or select the **Voicemail** favorite button to call the voicemail system.

3: Enter your voicemail password using the keyboard, or select **Extra Digits** if you defined this option (see the *User Guide* for information on defining extra digits). Remember, you do not need to press **Option** to enter numbers, *, or # when responding to voicemail prompts.

What are all those icons?

You can monitor the status of several items using icons in the title bar in the Phone application:

Verizon Wireless Your phone is on and you are in a Verizon Wireless coverage area. If you are outside a coverage area, **No Service**, **Extended Network**, or **Roaming** appears instead. No Service means that there is no coverage at all, and Roaming means that another wireless service provider's network is available. When you turn off your phone, **Phone Off** appears.

You are outside a Verizon Wireless coverage area and are roaming on another wireless service provider's network. This icon appears in addition to the word **Roaming**. The icon may flash if the provider is not on the Verizon Wireless preferred roaming list.

Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

You are in an area that supports NationalAccess (1xRTT) data services.

You are in an area that supports BroadbandAccess (EVDO) data services.

Your phone is on and a 1xRTT data connection is active. You can still make calls, but you cannot answer calls (incoming calls go to voicemail). When you make a call the data transmission is automatically interrupted.

Your phone is on and a BroadbandAccess data connection is active. You can still make or answer calls. When you make or answer a call, the data transmission is automatically interrupted, and then it resumes when you end the call.

You have new voicemail messages. You can select this icon to retrieve your messages.

TTY/TDD Mode is active. Use this mode to communicate by telephone if you are deaf or hard of hearing or if you have speech or language disabilities.

The Bluetooth® wireless technology icon appears in gray when this feature is off, in blue when this feature is on, and in white with a blue "B" when your smartphone is communicating with another Bluetooth device.

The battery is partially drained. When the battery drains to 20 percent of its capacity, the icon changes from blue to red. At 10 percent of its capacity, you begin to receive warning messages, and at 5 percent of its capacity, the smartphone beeps (if the Ringer switch is set to Sound On) and the icon changes from red to clear.

The battery is being charged. The lightning bolt turns from red to green when the battery is fully charged and your smartphone remains connected to the charger.

The battery is fully charged and your smartphone is not connected to the charger.

You have new text or multimedia messages. The numbers next to the icon indicate the number of unread messages in your Inbox. You can select this icon to retrieve your messages.

Using a phone headset

You can connect a phone headset for hands-free operation. If you need to use your phone while driving and this is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately).

After you set up a partnership with a Bluetooth hands-free device, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions. Performance and range may be reduced by physical obstacles, radio interference from nearby electronic equipment, and other factors.

NOTE: Partnership is also know as ***paired relationship, pairing, trusted device***, and ***trusted pair***.

For a list of compatible hands-free devices, go to **palm.com/centroverizon-support**.

1: Press **Applications** and select **Bluetooth**, or tap the **Bluetooth** icon in the title bar.

2: Select **Bluetooth On**.

NOTE: The Bluetooth icon changes from gray to blue to let you know that Bluetooth technology is turned on.

3: (Optional) Enter a device name that identifies your smartphone when it is discovered by other Bluetooth devices.

NOTE: Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you already created.

4: Prepare your hands-free device to accept a connection from another Bluetooth device. See the documentation that came with your hands-free device for instructions.

5: Select **Setup Devices**.

6: Select **Hands-free Setup**.

7: Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

IMPORTANT: Some hands-free devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and your hands-free device. We recommend that where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

8: After you finish setting up the device, select **Done** to return to Trusted Devices View.

NOTE: For some car kits, you need to initiate a Bluetooth connection from your smartphone to complete the partnership process. To do this, highlight the car kit in Trusted Devices View, press **Menu**, and select **Connect**.

9: (Optional) Enable advanced hands-free features by pressing the **multifunction** button (MFB) on the hands-free device.

You can tell the connection is successful when you see a light blue headset icon in the title bar of the Phone application. You can now use your smartphone with the Bluetooth hands-free device.

NOTE: If you have both a Bluetooth headset and a car kit, the last one you connected becomes the active device. To switch between the headset and car kit, turn off the active device before you try to connect to the other device.

Managing personal information

Synchronizing information—basics

Synchronizing means that you can enter or change information on your smartphone or on your computer and then synchronize to automatically update the information in both places, so there's no need to enter the information twice. We strongly recommend that you synchronize your smartphone frequently to keep your information up-to-date (and backed up) in both locations.

The info from all the following applications is updated by default each time you sync your smartphone with your desktop software:

Windows users: To sync your info, you must install Palm® Desktop software from the Getting Started CD that came with your smartphone—even if you sync with Outlook (sold separately) or another third-party application. See the *User Guide* for info.

How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer Type	Desktop software type	What syncs and where
Windows	Microsoft Outlook (sold separately)	Calendar, Contacts, Memos, and Tasks sync with Outlook. Pics&Videos syncs with Palm Desktop.
Windows	Palm Desktop	All apps sync with Palm Desktop.
Mac	Palm Desktop	All apps sync with Palm Desktop.

NOTE: You can customize which applications synchronize. See the ***User Guide*** for information.

1: Connect your smartphone to your computer (see the *User Guide* for instructions).

2: Press the **sync button** on the sync cable.

* Sync button

Messages appear on both your smartphone and on your computer indicating that synchronization is in progress.

3: Wait until you see the message on your smartphone that the HotSync operation is complete; then disconnect the sync cable.

Contacts—Adding a contact

NOTE: If you have several contacts to enter, it's more efficient to use the included Palm® Desktop software or Microsoft Outlook® (sold separately) on your computer and then synchronize your Palm® Centro™ smartphone with your computer. For more information, see "Synchronizing information—basics" on page 19.

1: Press **Phone** [ ].

2: Select the **Contacts** favorite button.

3: Select **New Contact**.

4: Use the **5-way** ◯ to move between fields as you enter information.

5: (Optional) Do any of the following:

Add a caller ID photo: Select the **Picture** box, and then do one of the following:

- Select **Camera** to take a picture and add it to this contact when you save the picture (camera version only).
- Select **Photos** to add an existing picture to this contact.

Add a caller ID ringtone: Select the **Ringtone** pick list and select a ringtone from the list to give incoming calls from this contact a distinctive ring.

Place the entry in a category or mark it private: Select **Details**. (See the *User Guide* for more info.)

Add a note to an entry: Select **Note** [ ].

Display additional fields for this contact: Select **Plus** ⊕.

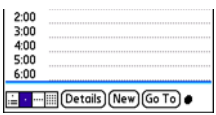
6: (Optional) Many fields on the Contact Edit screen have arrows next to their names, indicating pick lists from which you can select a different name. For example, if you want to list a person's home phone number in the first field, highlight **Work**, press **Left** ◀, and select **Home**.

7: After you enter all the information, select **Done**.

Calendar—Displaying your calendar

Press Calendar repeatedly to cycle through the various views:

- **Agenda View:** Shows your daily schedule and any items on your Tasks list that are overdue or due today. If there's room, Agenda View also shows your schedule for the next dates that have events scheduled.
- **Day View:** Shows your daily schedule one day at a time.
- **Week View:** Shows your schedule for an entire week. The time frames are based on the Start Time and End Time settings in Calendar Preferences.



- **Month View:** Shows your schedule for a whole month.
- **Year View:** Shows your schedule for an entire year. From any Calendar view, open the **Options** menu and select **Year View**.

From any Calendar view (except Agenda View), use the **5-way** to move to another day, week, month, or year (based on the current view).

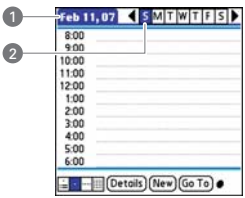
From any Calendar view (except Agenda View), select **Go To**, and then select a date from the calendar.

Calendar—Creating an event

NOTE: If you have several appointments to enter, it's more efficient to use the included Palm Desktop software or Microsoft Outlook (sold separately) on your computer and then synchronize the info on your smartphone with the info on your computer. For more information, see "Synchronizing information—basics" on page 19.

1: Press Calendar [ ] until Day View appears.

2: Select **Go To** and then select the desired day.



1 Selected date
2 Selected day

3: Select **New.**

4: Using the keyboard, enter a starting hour and minute for the event. For example, enter 545 for 5:45. (Remember to press **Option** before entering numbers.)

5: Select the **End Time** box and enter the ending hour and minute for the event.

6: (Optional) To assign a time zone to the event, select the **Time Zone** pick list and select a city in the time zone you want.

7: Select **OK**.

8: Enter a description for the event.

NOTE: To automatically assign a time zone to your events, open the **Options** menu, select **Preferences**, and check the **New events use time zones** box. All your new events will be assigned to your local time zone (existing events aren't affected), and you can change the time zone setting for individual events.

Tasks—Adding a task

1: Press **Applications** and select **Tasks**.

2: Select **New** to create a new task.

3: Enter a description of the task. The text can be longer than one line.

4: (Optional) To enter details for a task, select the task description, and then select Details. Set any of the following:

Priority: Select the priority number for this task (1 is most important).

Category: Assign the task to a specific category.

Due Date: Select the **Due Date** pick list and select a due date for the task.

Alarm: Set an alarm for this task.

Repeat: Indicate whether the task occurs at regular intervals and how often it repeats. When you check off a repeating task, the next instance of this task automatically appears in your task list.

Private: Check this box to mark this task private. See the *User Guide* for additional information.

: Select this button to enter additional text that you want to associate with the task.

5: Select **OK**.

Locking your smartphone and info

NOTE: In addition to the locking features described here, you can also lock your phone, your smartphone, and individual entries. See the ***User Guide*** for details.

Locking your keyboard (Keyguard)

The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your smartphone is in a pocket or bag.

By default, Keyguard turns on whenever the screen is off. Each time you wake up the screen, you must turn off Keyguard to unlock the keyboard and use your smartphone.

To turn off Keyguard, do the following:

1: When the screen is off, press **Power/End** to wake up the screen.

2: Press **Center** to turn off Keyguard.

You can change how quickly Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:

1: Press **Applications** and select **Prefs**.

2: Select **Keyguard**.

3: Select the **Auto-Keyguard** pick list, and then do one of the following:

- Select how quickly you want Keyguard to turn on.
- Select **Disable** to completely disable the Keyguard feature.

4: Select **Done**.

Locking your screen

You can set your smartphone to automatically lock the screen's touch-sensitive features in certain situations.

1: Press **Applications** and select **Prefs**.

2: Select **Keyguard**.

3: Check one of the following boxes:

Incoming calls received: Disables the screen when the phone rings. You must use the **5-way** to select the onscreen Answer and Ignore buttons, or press **Send** to answer the call or **Power/End** to ignore the call.

On a call: Disables the screen after you answer a call. You must use the **5-way** to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your smartphone near your ear to speak.

4: Select **Done**.

Turning all sounds on and off

You can immediately silence all alerts, ringtones, music, and system sounds by sliding the Ringer switch to Sound Off. This does not mute the audio during a phone call.

1: Slide the **Ringer** switch to **Sound Off** . Your smartphone vibrates once to let you know that sounds are turned off (see "Overview: The Palm® Centro™smartphone" on page 6 for an illustration).

2: To hear all sounds again, slide the **Ringer** switch to **Sound On** . Any previous sound settings are restored.

Performing a soft reset

If your smartphone is not responding or you have trouble synchronizing with your computer, a soft reset may help. All your info is retained when you perform a soft reset.

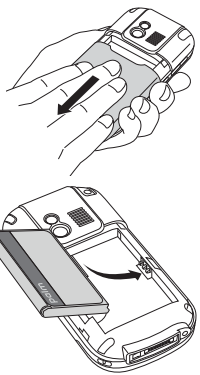
1: Press **Power/End** to turn off the screen.

2: Slide the **battery door** downward to remove it from your smartphone.

3: Remove the battery from the battery compartment.

4: Align the metal contacts on the battery with the contacts inside the battery compartment, insert the battery, and then press it into place.

5: Slide the **battery door** onto the back of your smartphone until it clicks into place.



NOTE: If the phone and Bluetooth signals were on before a reset, these signals automatically turn on after the reset.

Where to learn more

For a quick introduction

Quick Tour: The Quick Tour introduces you to many of your smartphone's features. It is already installed on your smartphone, and you can open it anytime. Press **Applications** and select **Quick Tour**.

While using your smartphone

User Guide: The *User Guide* provides complete information on using your smartphone, including descriptions of advanced features not included in this guide. You can find the *User Guide* in the following locations:

- On the Getting Started CD.

- On your computer, go to: **palm.com/centroverizon-support**.
- On your smartphone, press **Applications** [ ], select **My Centro** , select the **Support** tab, and then select **User Guide**.

Interactive User Guide: Walks you through how to move around on your smartphone, set up features (such as voicemail and email), and perform common tasks. To view this guide, go to **www.verizonwireless.com/multimedia/mim/palm_centro**.

Tips: Many of the built-in applications include helpful tips for getting the most out of your smartphone. To view these tips, open an application, press **Menu** , select **Options**, and then select **Tips**.

Tips: Many dialog boxes have a Tips icon in the upper-right corner. Select the **Tips** icon to learn about the tasks you can perform in that dialog box.

Online support from Palm: For up-to-date downloads, troubleshooting, and support information, go to **palm.com/centroverizon-support**.

If you need more information

Vista users: For information on using your smartphone and desktop software with Windows Vista, visit **www.palm.com/windowsvista**.

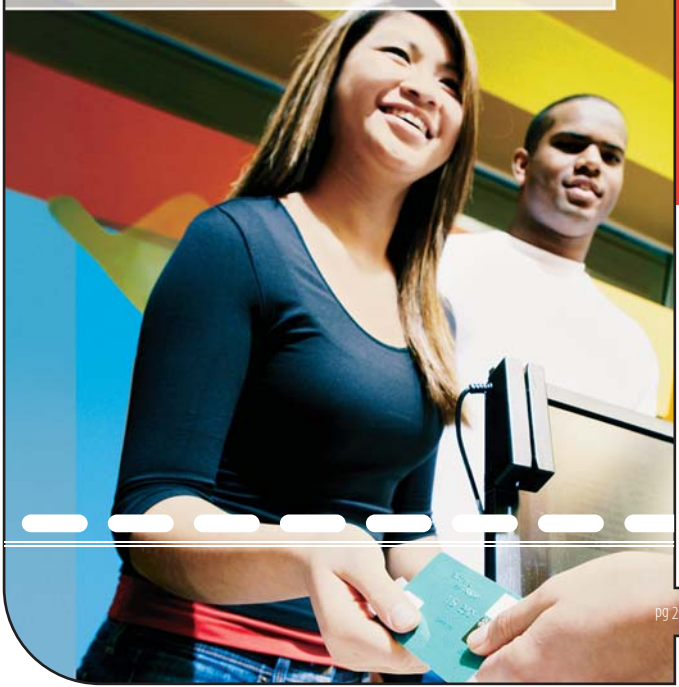
Books: Many books on Palm OS® devices are available in local or online book retailers (look in the computer section), or visit **palm.com/centroverizon-support**.

Online forums: Consult online user discussion groups to swap information and learn about topics you may find nowhere else. Visit **palm.com/centroverizon-support** for details.

Customer service from Verizon Wireless: For questions about your mobile account or features, contact Verizon Wireless customer service, billing, and technical support at 800-922-0204.

Assistance

- May we help you?
- EZ Move® (if you move)
- Loss or theft
- Toll-free calls and emergency services
- Fraud prevention
- Assistive communication devices



May we help you?

Online assistance

Main website: verizonwireless.com

Other helpful websites and information:

verizonwireless.com/welcome

- Information on your wireless device, coverage, Calling Plan, billing and payment information
- FAQs, interactive demos for your wireless device and how to read your bill
- My Account registration for online account management

verizonwireless.com/myaccount

Use My Account to:

- Check your balance, minutes or make payments
- Add or remove features
- Reset Voice Mail passwords and more

The My Account Advantage

Get these added benefits for registering for My Account:

- You'll receive free Back-Up Assistant so you never have to worry about losing your wireless device contact list.
  As a My Account member, Back-Up Assistant will let you automatically regain a copy of your saved wireless device numbers to a secure website, so they're always available if you lose or upgrade your wireless device.
- You can get a new wireless device every year with Annual Upgrade.
  Sign up for a 2-year agreement on a Calling Plan of at least $34.99 and you can

purchase a new wireless device at its promotional price through My Account every year with a 2-year renewal (upgrade fee applies).

- If you're using more minutes than your Calling Plan includes, we'll let you know with Minute Check.
  Minute Check will periodically notify you through My Account if you're exceeding your plan allowance and let you know of other Calling Plan options that may save you money.

See **verizonwireless.com/myaccount** for details. Back-Up Assistant, Annual Upgrade and Minute Check are available for accounts with up to 10 lines that are enrolled in My Account.

verizonwireless.com/data

- Demos and tutorials on products and services
- Online technical support for products and services

Customer Service assistance
Customer Service Representatives are also available at your local Verizon Wireless Communications Store during normal business hours. For Customer Service, call 1-800-922-0204 (toll-free in the U.S., 6am–11pm).

Our Worry Free Guarantee® to you

- You'll enjoy America's best, most reliable wireless network.
- **You can change your calling plan at any time.**
  As your needs change, you can change to any current calling plan. You won't pay any additional fees and you won't have to extend your contract.
- **If you ever have a problem, it becomes our problem the first time you call.**
  No run-around, no hassles. If your issue can't be resolved during the course of your first call, we'll get back to you with an answer.

- **Your satisfaction is guaranteed with our Test Drive program.**
  Now you can Test Drive our network; make calls and even try out a cool new device. Every device you purchase from Verizon Wireless comes with a 30-day satisfaction guarantee. And if you don't love us, take your number to someone else within 30 days. You won't have to pay an early termination fee, and we'll pay for any calls you've made.
- **You can get a free phone every two years with New Every Two®.**
  Sign up for a calling plan of at least $34.99 and qualify for a free phone after two years, with a two-year renewal. Or choose to apply your New Every Two credit towards the purchase of a more expensive phone.

Test Drive: Credit/refund for activation, plan access & voice overage charges only. America's Choice or select data plan req'd. Customer must pay all other charges, incl. taxes, surcharges, and separately-billed data & download charges. Early termination fee applies unless device is returned. Some plans are only available with specific equipment. Acceptance of a promotion may require a new 1- or 2-year agreement.

How to sign up for New Every Two

If you maintain service on a Calling Plan of $34.99 or higher and fulfill your 2-year term, you will qualify for a free wireless device. If your Calling Plan monthly access is $79.99 or higher for the entire 3 months prior to completing your New Every Two wireless device upgrade, you will get up to $100 toward the purchase of that wireless device. If your Calling Plan monthly access was between $34.99 and $79.99 at any time during the 3 months prior to completing your New Every Two wireless device upgrade, you will get up to $50 toward the purchase of that wireless device. When completing your New Every Two upgrade, you will need to renew your agreement for another two years on a calling plan with a monthly access of $34.99 or higher. Upgrading your wireless device at a discounted price, including exercising your Annual Upgrade option, will re-start your eligibility for New Every Two.

See the More Information section in the back of this guide for additional conditions.

Address or account changes
It's important that we have your most current information so we're able to reach you for any reason. There are 3 ways to update your information:

Online Go to **verizonwireless.com/contactus** and follow these instructions:

1: Select the appropriate choice from the drop-down menu in the Send an E-mail section.

2: Fill out the online form.

3: Select "Topic" and "Subtopic" from the drop-down menu.

4: Hit "Send" to submit e-mail.

U.S. Mail Use the change-of-address form on the back of your bill.

Telephone Call Customer Service at 1-800-922-0204 from any phone (toll-free in the U.S.) or *611 and Send from your smartphone (airtime-free).

Billing options
Your service comes with a streamlined bill that you'll receive each month at no additional cost. Your bill includes all applicable charges, but will not contain any call details (e.g., date, time and wireless number called).

Detailed billing
Call details are available for free online at verizonwireless.com under My Account. A monthly fee applies to receive call details on your paper bill.

Going paperless

You have the option of eliminating your paper bill and receiving bill notification via e-mail. To eliminate your paper statement, or to make manual or automatic bill payments, register for My Account at verizonwireless.com/myaccount and then select the quick link under the Billing tab for "Go Paperless."

Paying your bill

Verizon Wireless gives you several convenient options to pay and manage your monthly bill. Some of those options are:

- At **verizonwireless.com/myaccount**: Make one-time or recurring payments using your debit card, credit card, ATM card, electronic check/ACH or enroll in our Auto Pay Program.
- With the Auto Pay Program: Allows you to choose to have automatic payment deductions taken from your bank account. To enroll, you can fill out the back of your remittance slip and mail it in, call 1-866-868-3882, or log on to **verizonwireless.com/myaccount**.
- By calling from your wireless device: Dial #768 and follow prompts to enter your payment information.
- Using My Account from your wireless device: Make a one-time payment by credit card, debit card and/or electronic check directly from your wireless device as long as your wireless device is Mobile Web 2.0.-capable.* To make a payment, simply launch your web browser, select "VZW SERVICES," then "My Account." If you don't subscribe to Mobile Web 2.0, you will see an option to view My Account for free once you launch the browser.

* See the ***User Guide*** for details.

- Home banking: Verizon Wireless and CheckFree® have teamed together to give you the option to pay your wireless bill online at your choice of more than 1,700 financial services locations across the Internet. You will be able to schedule payments using a designated bank account and arrange for monthly bill payments via your preferred home-banking service provider.
- Check payment via mail: Allows you to mail in a personal or business check, along with the remittance slip and envelope provided with your billing statement.
- In person: Payments can be made at your local Verizon Wireless Communications Store using our Bill Payment Kiosks.

EZ Move® (if you move)

When you arrive in your new city, do one of the following:

- Visit a Verizon Wireless Communications Store.
- Call 1-877-316-1747 from a phone other than the one you want to move.
- Go to verizonwireless.com and log in to My Account. Under the My Bill tab, select "Account Profile," click on the "EZ Move" quick link and follow the instructions.

Loss or theft

If your wireless device is lost or stolen, please contact Customer Service at 1-800-922-0204 to suspend your service. If your wireless device is malfunctioning, please bring it to a Verizon Wireless Communications Store.

Toll-free calls and emergency services

Calls to 800, 855, 866, 877 and 888 numbers are toll-free, but airtime charges do apply. Calls to Verizon Wireless Customer Service and emergency calls (911) are toll- and airtime-free.

Fraud prevention

Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless numbers and calls are capable of being intercepted by someone with specialized equipment. We use antifraud technology to make fraudulent calling very difficult, particularly on digital calls.

- Report a lost or stolen wireless device to the police and Verizon Wireless immediately.
- Never leave your wireless device unattended, especially in your office or car.
- When not in use, lock the wireless device using your lock code.
- Review your bill and report any suspicious calling activity. If we conclude that the calls are fraudulent, you will not be held responsible for the charges.
- Record your wireless device's electronic serial number in the back of this guide and keep it safe.
- Have your wireless device serviced only at a Verizon Wireless Communications Store or by an Authorized Agent, retailer, manufacturer's service center or other repair center.

Assistive communication devices

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen. In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.

Mobile entertainment

- Your email
- Messaging
- Web browser

Your email

Your Palm® Centro™ smartphone includes the Wireless Sync application from Verizon Wireless. Wireless Sync from Verizon Wireless delivers your personal or business email right to your wireless device. There's no need to create a new email address; just use the one you already have. Wireless Sync also updates your wireless device with your Contacts, Calendar, Tasks, and Notes.

Wireless Sync is intended for:

- Internet email users who have a POP3 or IMAP account through providers such as Verizon, Comcast, AOL, and Earthlink. This setup is done entirely on your smartphone.
- Corporate email users with an email account hosted by their company. After you perform the setup on your smartphone, you must install software on a computer that's connected to your corporate network.

If you use web-based email (for example, Gmail), remember that you can also use your smartphone's web browser to send and receive email.

NOTE: You must activate data services on your Verizon Wireless account before you can use email or web services on your smartphone. Smartphones require a 5MB or unlimited data plan.

To get more information on Wireless Sync and to learn how to install the software and send and receive mail, see the documentation at the following location: **http://www.wirelesssync.vzw.com**.

How do I get started?

Before getting started, make sure you have the following:

- An email address and email account password.
- Your smartphone and phone number.

- An internet connection on your smartphone.
- If you are a corporate email user, you must have a computer at work that is connected to your company's mail server (for instance, a Microsoft Exchange Server or Lotus Domino). Additionally, you must have your login information (user name and password) for your company network.

For additional information, refer to the included pocket guide about Wireless Sync, or go to www.wirelesssync.vzw.com.

Messaging

You can use the Messaging application to exchange text messages (SMS) and multimedia messages (MMS) with other devices and email addresses that support these forms of messaging. Before you use your smartphone to send or receive messages, refer to your service plan for pricing and availability of messaging services.

Creating and sending a text message

1: Press **Applications** and select **Messaging**.

2: Select **New**.

3: Select the **To** field to address the message:

- Press **Center** . If the recipient's name appears in the list of recent addresses, select it from the list.
- If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
- If the recipient's name isn't in the list of recent addresses or your Contacts list, enter the mobile number, email address, or a Verizon Wireless alias.

4: Press **Down** to jump to the body of the message.

5: Enter your message or select **QuickText** to insert predefined phrases. To insert emoticons, select .

6: (Optional) Press **Menu** and select **High Priority** from the **Compose** menu to mark the message as urgent.

7: Select **Send**.

NOTE: If you see numbers when you expect to see letters (or the other way around), you need to turn Option Lock on by pressing **Option** twice or turn it off by pressing **Option** once.

Creating and sending a multimedia (MMS) message

1: Press **Applications** and select **Messaging**.

2: Select **New**.

3: Select the **To** field to address the message:

- Press **Center** . If the recipient's name appears in the list of recent addresses, select it from the list.
- If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
- If the recipient's name isn't in the list of recent addresses or your Contacts list, enter the mobile number, email address, or a Verizon Wireless alias.

4: Press **Down** to jump to the body of the message.

5: Enter your message or select **QuickText** to insert predefined phrases. To insert emoticons, select .

6: (Optional) Press **Menu** and select **High Priority** from the **Compose** menu to mark the message as urgent.

7: Select **Add Media** to add a picture, video, voice memo, or ringtone to the message. Select the type of media, then the item, and then **OK**.

8: Select **Send**.

Web browser

The web browser on your smartphone provides quick and easy access to web pages. You can view most sites you use on your computer, including those with security and advanced features, such as JavaScript, SSL strong encryption, cookies, and frames. To browse the web, you must activate data services from Verizon Wireless.

Viewing a web page

1: Press **Phone** and confirm that data services are available. You should see either the NationalAccess 1X icon or the BroadbandAccess EV icon in the title bar.

If you do not see a NationalAccess or BroadbandAccess icon, data services are not available in your current location and you cannot connect to the Internet.

2: Press **Applications** and select **Web**.

3: Enter a web page address (URL) in the **Address Bar** and select **Go**. If you browse to a secure web page, a lock appears in the **Address Bar**.

4: Use the **5-way** to navigate within the web page. For information about specific things you can do on a web page, refer to the *User Guide*.

5: Use the **5-way** to access any of the following icons in the title bar:

Goes to your home page.

Opens a dialog box where you can enter a web address you want to go to or view a list of recently viewed web pages.

Goes back in order through pages you viewed.

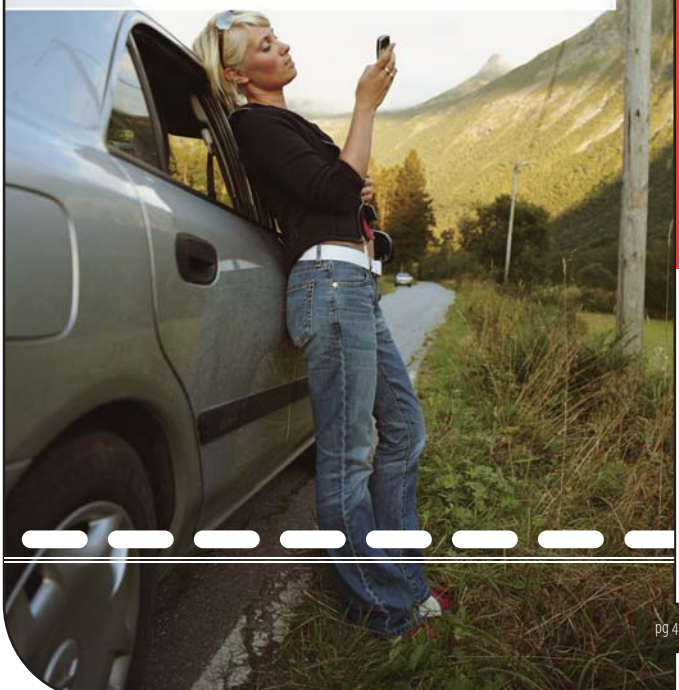
Goes forward in order through pages you viewed.

Refreshes the page with the latest content from the website.

Opens a list where you can select Fast Mode (no images or style sheets) or Normal Mode (with images and style sheets).

Optional services

- Safety and protection
- Wireless device protection
- Voice services
- International services
- Other products and services



Work wirelessly. Protect your wireless device against damage, or even more importantly, protect yourself on the road. You can find it all in Verizon Wireless plan enhancements. Call 1-800-922-0204 or speak to your Verizon Wireless Sales Representative to find out more. Or just visit verizonwireless.com.

Safety and protection

Roadside Assistance: Roadside Assistance can provide you with emergency roadside services anywhere in the United States and Canada, 24 hours a day, 365 days a year, even outside the Verizon Wireless network area.

Wireless device protection

Receive total protection for your wireless device and limited accessories. If your wireless device is lost, stolen, damaged or malfunctioning — you're covered. Just choose a service plan that's right for you (must be added within 15 days of activation or upgrade):

- Total Equipment Coverage
- Wireless Device Protection
- Extended Warranty

NOTE: Insurance offered by third-party providers.

Voice services

Enhanced Voice Mail: Turn your wireless device into your office assistant. Forward your calls, store more messages or even receive faxes for printing.

International services

International Long Distance Value Plan: For a monthly access charge, enjoy reduced rates when making calls to over 65 international locations.

Global Phone: Global Phone lets you enjoy wireless service in over 100 countries.

Global Rental: For the less frequent international traveler, Verizon Wireless customers can quickly and easily rent a wireless device for use while they are traveling abroad.

International (CDMA) Roaming: At home or abroad, use your wireless device in over 20 countries.

For more information: Visit verizonwireless.com/international.

Other products and services

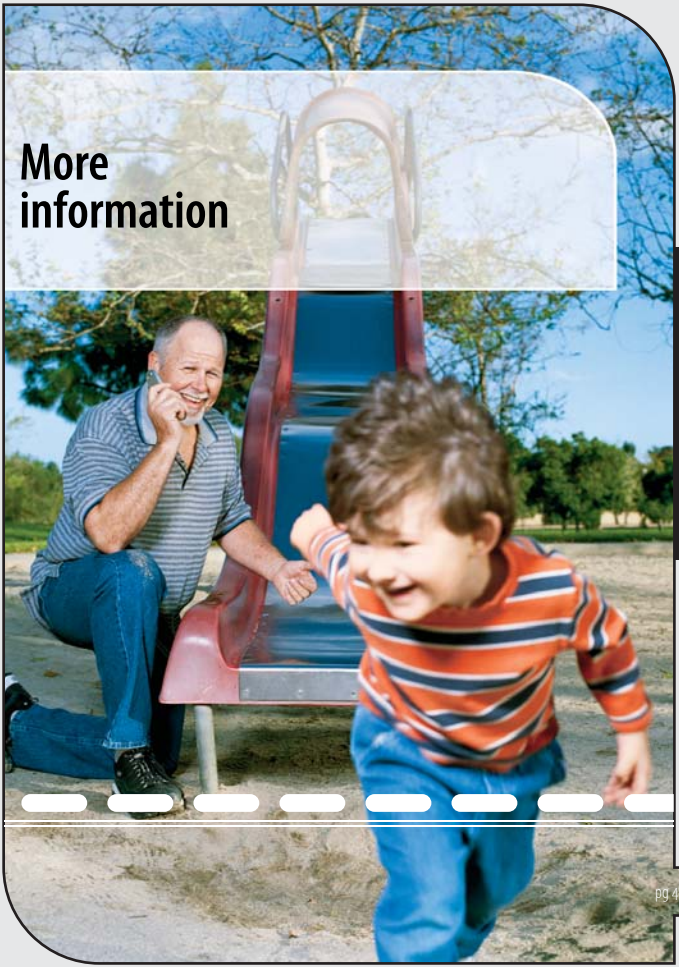
Whether it's business or personal, Verizon Wireless offers a variety of wireless solutions for your notebooks, Personal Digital Assistants (PDAs) and/or Smartphones.

Office Message Alert: When a Voice Mail is left on your office phone's Voice Mail, a TXT Alert is sent to your wireless device.

Wireless Sync®: Delivers your personal or business e-mail, calendar, contact and task to your wireless device. With support for both corporate and POP3/IMAP e-mail, you have no need to create a new e-mail address – just use the one you already have.

BroadbandAccess Connect: Allows you to connect your notebook computer to the Internet using your wireless device while traveling.

More information



How wireless works

Your wireless service is different from your home or business phone service. On a wireless device, you must press **Send** to alert the network to connect your call. Unlike the calls you make on a home or business phone, wireless communications travel over the air and can react to the environment. Rain, snow, fog, falling leaves, water, mountains, canyons and even buildings may affect service. All wireless service is subject to "dead zones," or no-coverage areas.

Verizon Wireless network technology

Verizon Wireless offers CDMA (Code Division Multiple Access) digital network technology to most of its customers. CDMA digital technology offers many benefits compared to analog, such as less static, enhanced voice clarity, increased privacy and longer battery life. A CDMA digital phone is necessary to subscribe to our digital service. Verizon Wireless only sells digital wireless devices that are E911 compatible and either all-digital or tri-mode, which means you may use analog or CDMA digital services on different frequencies.

Worry Free Guarantee®

Subject to the Customer Agreement and Calling Plan. Please read and understand them before activating. Verizon Wireless calling areas, rates, coverage, agreements, provisions, business practices, procedures and policies are subject to change as specified in the Customer Agreement. Our liability is significantly limited.

Certain conditions and restrictions apply. Best network claim based on our reliability studies. See **verizonwireless.com/bestnetwork** for details.

New Every Two®

You must retain the same wireless device for 24 months in order to receive the full advantages of this program. If you choose to replace your device at a discounted price, you will forfeit your benefits and be automatically re-enrolled if you meet the

requirements of the program. If you enrolled in the program on or after 11/25/02, you must take advantage of the New Every Two offer within 6 months after becoming eligible; otherwise, you may be charged full retail price to upgrade your current wireless device. Discount amount will be applied toward the 2-year Customer Agreement retail price. Secondary Family SharePlan® lines are not eligible to participate in the program.

The New Every Two discount cannot exceed the price of the wireless device after mail-in rebates. If your 2-year Customer Agreement with a digital Calling Plan of $34.99 or higher began on or after 6/02/03, you were automatically enrolled in the program. Customers who began their 2-year agreements on or after 4/01/00 on a digital Calling Plan of $35.00 or higher were also automatically enrolled in the program. If you enrolled in the program prior to 2/05/06 and continued to meet the requirements of the program, you will be eligible for a free wireless device up to $100, or a credit of up to $100 toward a more expensive wireless device, when you become eligible for your next New Every Two upgrade (after which time you will be enrolled in the $50/$100 New Every Two program described in the brochure). New Every Two discount amounts and Calling Plan tiers subject to change at Verizon Wireless' sole discretion.

Security Deposit

You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of 1 year of uninterrupted service, or upon termination of your contract. You will automatically be refunded your deposit after 1 year, including interest, provided that you have kept your account in "good standing" (this means that you paid your bill continuously for 1 year in a timely manner). This refund may take up to 3 billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time frame. If you terminate your

service, but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the initial 15-day Worry Free Guarantee™ period but before the end of your minimum term, your deposit will be applied against the $175 early termination fee in addition to any outstanding balance before a check is processed.

Federal Communications Commission (FCC) rules and regulations

The FCC requires that wireless devices be operated in accordance with FCC rules and regulations and under supervision of the licensee. Severe punishment can result from failure to comply with the following regulations:

- No person shall knowingly utter or transmit any false or fraudulent signal or distress communication.
- No person shall willfully or maliciously interfere with, or cause interference to, any radio communication or signal.
- It is unlawful to "listen in" on conversations intended for others or to divulge any information thereby obtained.
- No person shall utter any obscene, indecent or profane language by means of radio communication.

National Do Not Call Registry

Protect yourself from unwanted calls with the National Do Not Call Registry program.

- FCC regulations prohibit telemarketers from using automated dialers to call wireless numbers.
- Personal wireless device users can add their wireless numbers to the National Do Not Call Registry.
- The federal government does not maintain a national wireless device registry.

You can register by either of the following methods:

By wireless device: 1-888-382-1222 from the wireless number you wish to register.

Online at: www.donotcall.gov.

Your registration becomes effective within 31 days of signing up and is active for 5 years. There is no cutoff date or deadline for registering.

NOTE: Business-to-business calls are not covered under the Registry. For more detailed information, please go to **www.fcc.gov**.

Radio Frequency Emissions

Your wireless device, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless devices.

Are wireless devices safe?

Scientific research on the subject of wireless devices and radio frequency (RF) energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration (FDA) and the Federal Communications Commission (FCC) set policies and procedures for wireless devices. The FDA and the FCC have created a joint website, "Cell Phone Facts — Consumer Information on Wireless Phones," which states that "[t]he available scientific evidence does not show that any health problems are associated with using wireless phones," while noting that "[t]here is no proof, however, that wireless phones are absolutely safe." You can access the joint FDA/FCC website at **http://www.fda.gov/cellphones**.You can also contact the FDA toll-free at 1-888-463-6332 or 1-888-INFO-FDA.

In June 2000, the FDA entered into a cooperative research and development agreement through which additional scientific research will be conducted. The FCC issued its own website publication stating that "[t]here is no scientific evidence to date that proves

that wireless phone usage can lead to cancer or a variety of other problems, including headaches, dizziness or memory loss." This publication is available at **http://www.fcc.gov/cgb/consumerfacts/mobilephone.html** or through the FCC at 1-888-225-5322 or at 1-888-CALL-FCC.

What does Specific Absorption Rate (SAR) mean?
In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency (EPA) and other agencies, established RF exposure safety guidelines for wireless devices in the United States. Before a wireless device model is available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC.

One of these limits is expressed as a Specific Absorption Rate, or "SAR". SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted with the wireless device transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless devices not exceed 1.6 watts per kilogram, averaged over one gram of tissue. Although the SAR is determined at the highest power level, the actual SAR value of a wireless device while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the wireless device to the body while in use and the use of hands-free devices.

For more information about SARs, see the FCC's OET Bulletins 56 and 65 at **http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins**, **http://www.fcc.gov/oet/fccid**, or visit the Cellular Telecommunications Industry Association (CTIA) website at **http://www.ctia.org/wireless_consumers/health_and_safety**. You may also wish to contact the manufacturer of your wireless device.

Can I minimize my RF exposure?
If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that "[h]ands-free kits can be used with wireless devices for convenience and comfort. These systems reduce absorption of RF energy in the head because the phone, which is a source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit."

Also, if you use your wireless device while in a car, you can use a wireless device with an antenna on the outside of the vehicle. You should also read and follow your wireless device manufacturer's instructions for the safe operation of your wireless device.

Do wireless devices pose any special risks to children?
The FDA and FCC joint website states that "[t]he scientific evidence does not show a danger to users of wireless phones, including children." The FDA/FCC website further states that "[s]ome groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom ["UK"] distributed leaflets containing such a recommendation in December 2000. [The UK] noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. [The UK's] recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists."

A copy of the UK's leaflet is available at **http://www.dh.gov.uk** (search "Mobile"), or you can write to NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Parents who wish to reduce their children's RF exposure may choose to restrict their children's wireless device use.

Where can I obtain further information?

For further information, see the following additional resources (websites current as of April 2005).

U.S. Food and Drug Administration
FDA Consumer Magazine, November–December 2000
Telephone: 1-888-INFO-FDA
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PREVENTION OF HEARING LOSS

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some commonsense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

You can obtain additional information on this subject from the following sources:

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190
Voice: (800) 222-2336
Email: info@audiology.org
Internet: **www.audiology.org**

National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
Voice: (301) 496-7243
Email: nidcdinfo@nih.gov
Internet: **http://www.nidcd.nih.gov/health/hearing**

National Institute for Occupational Safety and Health
Hubert H. Humphrey Bldg.
200 Independence Ave., SW
Washington, DC 20201
Voice: 1-800-35-NIOSH (1-800-356-4674)
Internet: **http://www.cdc.gov/niosh/topics/noise/default.html**

Implantable Medical Devices

A minimum separation of six (6) inches should be maintained between a wireless phone and an implantable medical device, such as a pacemaker or implantable cardioverter defibrillator, to avoid potential interference with the device. Persons who have such devices:

- Should ALWAYS keep the wireless phone more than six (6) inches from their implantable medical device when the wireless phone is turned ON;
- Should not carry the wireless phone in a breast pocket;
- Should use the ear opposite the implantable medical device to minimize the potential for interference;
- Should turn the wireless phone OFF immediately if there is any reason to suspect that interference is taking place; and
- Should read and follow the directions from the manufacturer of your implantable medical device.

If you have any questions about using your wireless phone with such a device, consult your health care provider.

For additional information, see **www.fcc.gov/cellphones/**.

Drive responsibly

- If you choose to talk while driving, always use a hands-free device. Make sure your hands-free device is on and working before driving.
- Do not dial or look up phone numbers when driving. Use the voice-activated feature on your wireless device.
- Using a wireless device while driving may increase your risk of distraction, whether or not you use a hands-free device. To eliminate this risk, consider turning your wireless device off and allowing calls to go to Voice Mail.

Important safety and legal information

Static Electricity, ESD, and Your Palm® Device

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence. Do not touch the battery contacts.

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the safe and efficient operation of your radio, observe these guidelines:

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats) storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Other Medical Devices, Hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive Motion Injuries: When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Make use of the special features in the handset that minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your smartphone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags inflate with great force and care should be taken to protect within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smartphone. Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Product Handling & Safety: You alone are responsible for how you use your smartphone and any consequences of its use. You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

Electrostatic Discharge (ESD)

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence. Do not touch the smartphone's battery contacts.

Description of ESD: Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment: Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm™ handheld, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your smartphone, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD: Make sure to discharge any built-up static electricity from yourself and your electronic devices before touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your handheld to your computer, placing the handheld in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your mobile device by simultaneously touching a metal surface that is at earth ground.
- For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences: Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)

- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events you may want to take extra precautions to protect your electronic equipment against ESD.

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